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# Julio Roberto Alvarez

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## Education

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### MESOAMERICANA UNIVERSITY

*Bachelor of Systems Engineer in Computer Science*

Bachelor Thesis “Salca Organized” Dec. 2018 to Current

Alarm system made for the group of Neighborhood in Guatemala using the App in the Play Store

Guatemala

Nov 2019

Cisco Networking Academy · 2019

OS Linux Operating Systems 2019

High Demand on Windows Server 2019

Cyber Security Web Security 2020

Networking CCNA Networking 2020

Python Learning Web Programing 2020

Ethereum Blockchain Developer SOLIDITY 2021

SCRUM Professional 2022

## Experience

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### MetLife

United States

*Production Control Manager / IT Operations Manager*

Aug 2022 – Present

- Dedicated and results-driven professional with extensive experience in production control management seeking to contribute skills and expertise to drive operational excellence at MetLife managing a team of 15 Individuals.
- Arrange meetings and coordination sessions with internal and external stakeholders to determine the project's scope, system goals, and needs along with my team that I manage to accomplish goals.
- Spearhead production control operations, overseeing the planning, scheduling, and execution of manufacturing processes to meet organizational goals and customer demands.

### PayPal

United States

*IT Support Specialist / IT Manager*

Feb 2020 – Jul 2022

- In a continually running production environment, provided superior IT assistance, fixed computer hardware and software, printing, installation, word processing, email, and operating systems difficulties for all PayPal employees across the world.
- When dealing with high demand, high volume workloads, I analyzed and prioritized incoming requests received via phone calls, chat, and emails.
- Use skills, strong communication skills, the ability to work alone, troubleshooting, approachability, technical knowledge, leadership, flexibility, and problem solving to professionally respond to helpdesk tickets and inquiries to further assist faculty staff with troubleshooting and technological problems.

### Telus International

Guatemala

*Service Consultant / IT Solutions*

May 2019 – Nov 2020

- Provide end-user support for a range of problems, including as software, hardware, peripherals, and network connectivity
- Resolve any technical problems customers might encounter with computers, projectors, laptops, phones, and software.
- The largest insurance retailer in the US received Tier 1 IT technical support at the client's main location. • On-site and off-site managed firewall, network, and server monitoring.

### Los Altos

Guatemala

*Software Developer / CCNA Networking Designer*

2017 – 2018

- Completed Cisco phone system user training Upgraded core switches in distribution facilities while working on a subcontracted project; monitored and maintained user workstations and productivity on local area network.
- Completed a variety of upkeep, software installation, troubleshooting, end-user support, and training duties to make that network performance and end-user workstations complied with organizational and user standards.

## Skills & Interests

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**Technical:** Python, HTML, CSS, PHP, Java, JavaScript, React.js, Bootstrap, C#, C++, WordPress

AWS, Google Cloud, Microsoft Azure, Google Analytics, Git. / SQL, MySQL / Microsoft Office, Windows, Windows

Server, Linux, Ubuntu, Kali. / Blockchain, MetaMask, Solidity. **Language:** English and Native Spanish